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Question? Contact Philips

AW5000

# User manual

PHILIPS

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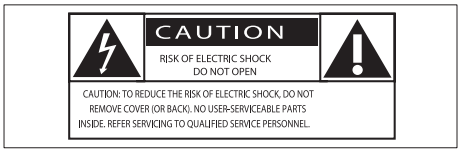
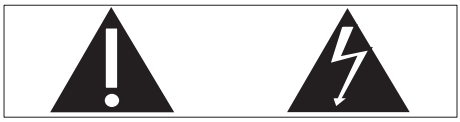
English

# 1 Important

## Safety

Information for Europe:
Know these safety symbols


CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT
REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS
INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



The 'exclamation mark' calls attention to features for which you should carefully read the supplied literature to prevent operating and maintenance problems.
The 'lightening bolt' symbol indicates uninsulated components within the product that can cause an electric shock.
To reduce the risk of fire or electric shock, do not expose the product to rain or moisture and do not place any objects filled with liquids, such as vases, on the product.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this product near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not remove the casing of this product.
9. Do not expose the product to dripping / splashing water, rain or high humidity.
10. Keep this product away from direct sunlight, naked flames or heat.
11. Do not install near any heat sources such as radiators, heat registers, stoves, or other electrical equipment (including amplifiers).
12. Do not place any other electrical equipment on the product.
13. Do not place any sources of danger on the product (e.g. objects containing liquids, burning candles).
14. Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

**Warning**

- Never remove the casing of this apparatus.
- Never lubricate any part of this apparatus.
- Never place this apparatus on other electrical equipment.
- Keep this apparatus away from direct sunlight, naked flames or heat.
- Ensure that you always have easy access to the power cord, plug or adaptor to disconnect this apparatus from the power.

Risk of overheating! Never install this apparatus in a confined space. Always leave a space of at least four inches around this apparatus for ventilation. Ensure curtains or other objects never cover the ventilation slots on this apparatus.

# Notice

CE 0560

This product complies with the radio interference requirements of the European Community.

This product complies with the requirement of the 1999/5/EC directive.

**Modifications**

Modifications not authorized by the manufacturer may void user's authority to operate this product.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

When this crossed-out wheeled bin symbol is attached to a product it means that the product is covered by the European Directive 2002/96/EC.
Please inform yourself about the local separate collection system for electrical and electronic products.
Please act according to your local rules and do not dispose of your old products with your normal household waste. Correct disposal of your old product helps to prevent potential negative consequences for the environment and human health.

**Environmental information**

All unnecessary packaging has been omitted. We have tried to make the packaging easy to separate into three materials: cardboard (box), polystyrene foam (buffer) and polyethylene (bags, protective foam sheet.)
Your system consists of materials which can be recycled and reused if disassembled by a specialized company. Please observe the local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment.

Android is a trademark of Google Inc. Use of this trademark is subject to Google permissions.

**Class II equipment symbol:**

CLASS II apparatus with double insulation, and no protective earth provided.

Note

- The type plate is located on the bottom of the apparatus.

# 2 Your Wireless Hi-Fi Speaker

Congratulations on your purchase, and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.
If you contact Philips, you will be asked for the model and serial number of this apparatus. The model number and serial number are on the bottom of the apparatus. Write the numbers here:
Model No. _____
Serial No. _____

## Introduction

With this wireless Hi-Fi speaker, you can:

- stream audio from your iOS or Android device.
- listen to Internet radio stations or online music services.
- stream audio from a PC/Mac installed with Media Manager downloaded from www.philips.com/mediamanager.
- play music from other audio devices through the **MP3-LINK** socket.

## What's in the box

Check and identify the contents of your package:

- Wireless Hi-Fi speaker with built-in Wi-Fi
- 2 x AC power cords
- Quick start guide
- Safety sheet

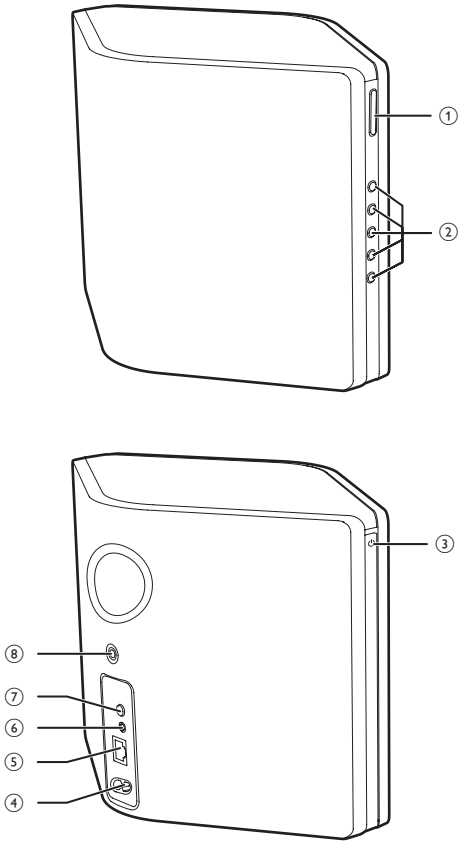
## What else you need

To stream audio wirelessly to AW5000, you need:

- a certified Wi-Fi router
- an iOS or Android device, such as an iPod touch/iPhone/iPad or an Android phone or tablet; or a PC/Mac enabled with Wi-Fi
- the **Philips AirStudio** app available on Apple **App Store** (for iOS devices) or Google **Play Store** (for Android devices)

Your AW5000 should be connected to the same local network as your iOS/Android device or PC/Mac through the Wi-Fi router.

# Overview of the main unit




① +/-
- Adjust volume.

② Numeric keys (1 to 5)
- Select an Internet radio station.

③ Power indicator/button ⏻
- Show the current status of the device.
- Switch the device on or to normal/Eco standby mode.

④ AC IN ~
- Connect the power cord.

⑤ ETHERNET
- (Optional) Connect to a wireless router through an Ethernet cable (not supplied).

⑥ MP3-LINK
- Connect an external audio player through an MP3 link cable (not supplied).

⑦ WI-FI SETUP button
- Connect the device to a Wi-Fi network.

⑧ Screw hole for wall mounting

**Tip**

- You can go to Appendix 1 for details about wall mounting (see 'Appendix 1: Mount the device onto wall' on page 28).

# 3 Prepare

Always follow the instructions in this chapter in sequence.

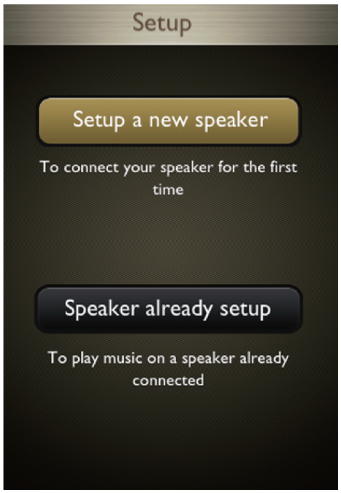
## Download Philips AirStudio to your smartphone or tablets

1 (For iPod touch/iPhone/iPad users) Install **Philips AirStudio** from Apple **App Store**, and then run the app.

(For users of Android smartphones or tablets) Install **Philips AirStudio** from Google **Play Store** and then run the app.

2 Flick right to view the introduction pages and then go to the initial **Setup** page, or tap **Skip intro** to enter the initial **Setup** page directly.

3 On the initial **Setup** page, tap **Setup a new speaker**.


Setup
Setup a new speaker
To connect your speaker for the first time
Speaker already setup
To play music on a speaker already connected

4 Read the general setup steps, then tap **Next**.

## Connect power and switch on

**Caution**

- Risk of product damage! Make sure that the power supply voltage matches the voltage printed on the bottom of the device.
- Risk of electric shock! When you unplug the AC cord, always pull the plug from the socket. Never pull the cord.
- Before you connect the AC cord, make sure that you have completed all the other connections.

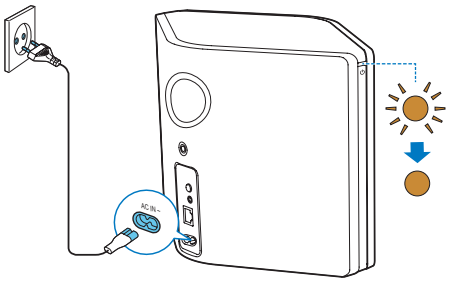
1 Read the power connection instructions on the app.

2 Connect the AC power cord to:
- the **AC IN ~** socket on the back of the device.
- the wall power socket.

↳ The device switches on automatically.

↳ The power/status indicator blinks amber during boot-up.

↳ After a while, for first-time setup, the power/status indicator turns solid amber.



3 Tap **Next** on the app screen to continue.

**Switch between normal and Eco power standby mode**

- To switch the device to normal standby mode, briefly press the power button/indicator above ⏻.

  ↳ The power/status indicator turns green.
- To switch the device to Eco power standby mode, press and hold the power button/indicator above ⏻ for less than 3 seconds and then release the button.

  ↳ The power/status indicator turns amber for a short while and then turns off.
- To switch the device on from normal or Eco power standby mode, briefly press the power button/indicator above ⏻ again.

| | Operation | LED status |
|---|---|---|
| On -> Normal standby | Briefly press the power button/indicator above ⏻. | Amber/white -> Green |
| On/Normal standby -> Eco power standby | Press and hold the power button/indicator above ⏻ for less than 3 seconds and then release the button. | Amber/white or green -> Off |
| Normal standby/ Eco power standby -> On | Briefly press the power button/indicator above ⏻. | Green/Off -> Amber/white |

# 4 Connect AW5000 to your home Wi-Fi network

To connect AW5000 to your existing home Wi-Fi network, you need to apply your home Wi-Fi settings to AW5000.
Choose your best setup method based on the preconditions listed below.

| Platform of your mobile device | Type of your Wi-Fi router | Other requirement | Setup method |
|---|---|---|---|
| iOS | Non-WPS | No | Choose option 1. |
| Android | Non-WPS | No | Choose option 2. |
| Either iOS or Android | WPS | No | Choose option 3. |
| Either iOS or Android | Either non-WPS or WPS | You have an Ethernet cable. | Choose option 4. |

Before connection of AW5000 to your home Wi-Fi network, make sure that:

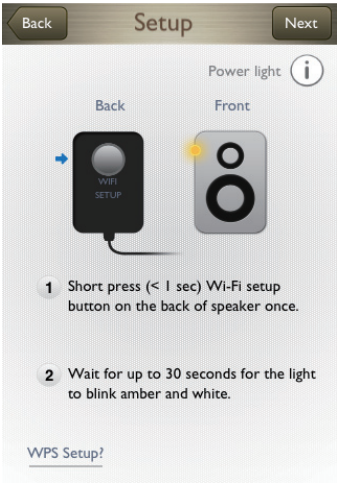
1. **your Wi-Fi router is powered on and working properly.**
2. **AW5000 has been powered on and booted up successfully.**
3. **you have jotted down your Wi-Fi password.**

Once connected successfully, AW5000 will remember your home Wi-Fi settings. Then you can play music or listen to Internet radio via **Philips AirStudio** whenever AW5000 is powered on and connected to your home Wi-Fi network automatically.

## Option 1: Set up wireless connection to a non-WPS router through an iOS device

1 Before setup, make sure that your iOS device is connected to your home Wi-Fi network.

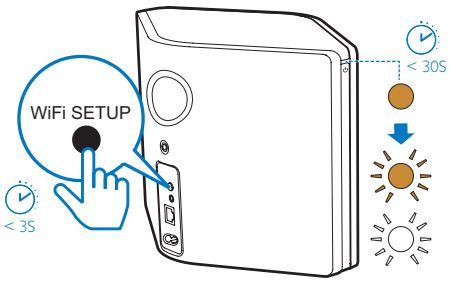
2 Read the Wi-Fi setup instructions on the app.


Back
Setup
Next
Power light
Back
Front
WIFI SETUP
1 Short press (< 1 sec) Wi-Fi setup button on the back of speaker once.
2 Wait for up to 30 seconds for the light to blink amber and white.
WPS Setup?

3 As instructed, briefly press **WI-FI SETUP** on the back of AW5000.

↳ The power/status indicator starts to blink amber and white alternately.

↳ A new Wi-Fi network created by AW5000 will appear, with the network name (SSID) of **Philips_Install**.



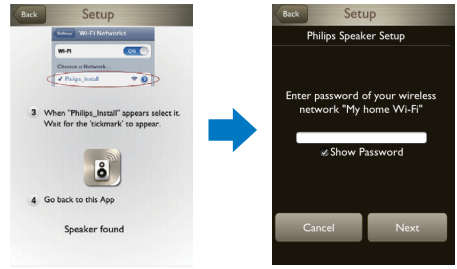
4 Tap **Next** on the above app screen, and then read how to proceed with network setup.

5 As instructed, exit the app, and then select **Philips_Install** from the list of available Wi-Fi networks.

6 Make sure that your iOS device is connected to **Philips_Install**, and then go back to **Philips AirStudio**.

7 Wait until **Speaker found** appears at the bottom on the above app screen.

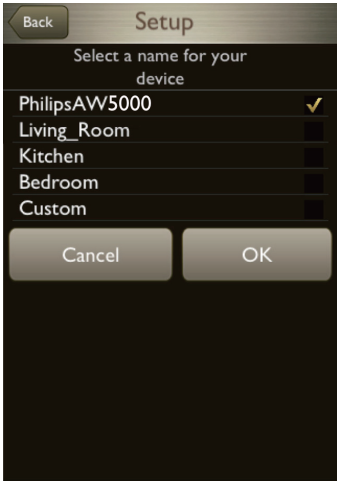
↳ After a short while, a password input box appears automatically.




8 Enter the password of your home Wi-Fi network, tap **Done** to finish input, and then tap **Next**.

* If your Wi-Fi password contains such special characters as #/:/;/', you need to change your password.

9 Name your speaker as you like, and then tap **OK** to connect AW5000 to your home Wi-Fi network.




10 Wait until the power/status indicator on AW5000 turns solid white.

↳ The following app screen appears.

↳ AW5000 is connected to your home Wi-Fi network successfully.

Setup
Rock 'n' Roll
Setup done
Wireless speaker
Speaker light turns white
Make sure your iOS device is connected to the same network as the speaker: "My home Wi-Fi"
If speaker light does not turn solid white.

**Tip**

- After successful network setup, you can tap **Rock n' Roll** on the above app screen to get ready for music play directly. For more details, go to the 'Play' section (see 'Play' on page 16).

## Option 2: Set up through a non-WPS Wi-Fi router and Android device

1 Before setup, make sure that your Android device is connected to your home Wi-Fi network.

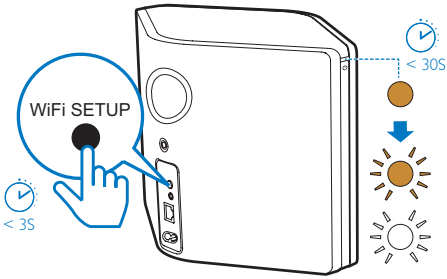
2 Read the Wi-Fi setup instructions on the app.

Setup
Power light
Back
Front
WIFI SETUP
1 Short press (<1 sec) Wi-Fi setup button on the back of speaker once.
2 Wait for up to 30 seconds for the light to blink amber and white.
WPS Setup?
Next

3 As instructed, briefly press **WI-FI SETUP** on the back of AW5000.

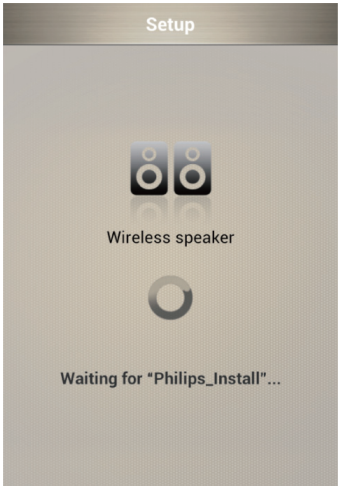
↳ The power/status indicator starts to blink amber and white alternately.

↳ A new Wi-Fi network created by AW5000 will appear, with the network name (SSID) of **Philips_Install**.

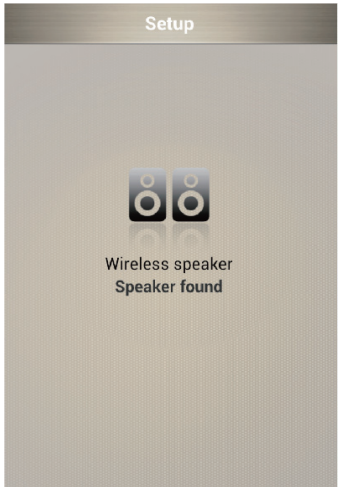



4 Tap **Next** on the above app screen.

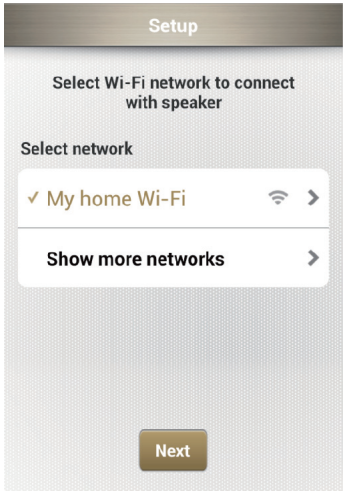
↳ Your Android device starts to connect with the new Wi-Fi network created by AW5000 automatically.



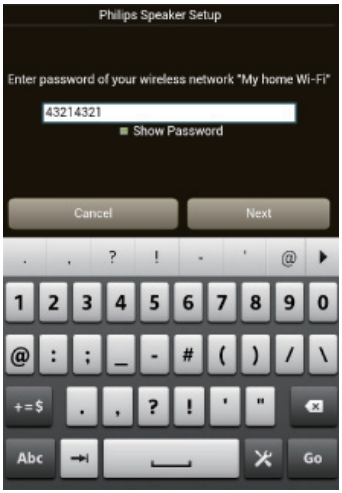

5 Wait until the speaker is found.




6 Select your home Wi-Fi network and then tap **Next**.

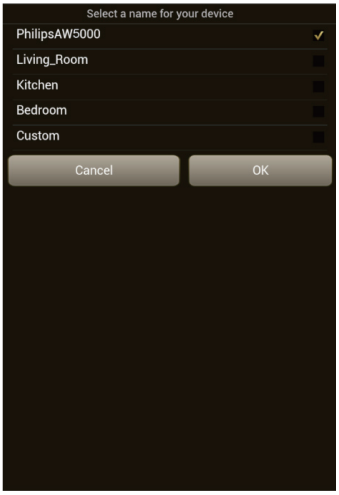


7 Enter the password of your home Wi-Fi network, and then tap **Next**.




*** If your Wi-Fi password contains such special characters as #/:/;/', you need to change your password.**

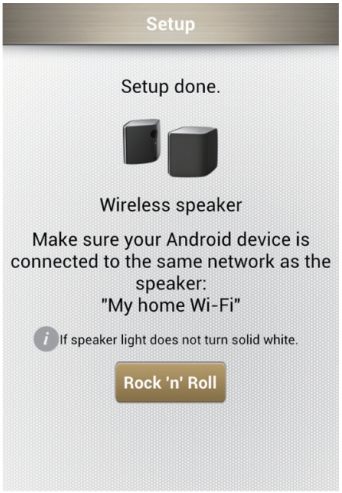
8 Name your speaker as you like, and then tap **OK** to connect AW5000 to your home Wi-Fi network.




9 Wait until the power/status indicator on AW5000 turns solid white.

↳ The following app screen appears.

↳ AW5000 is connected to your home Wi-Fi network successfully.

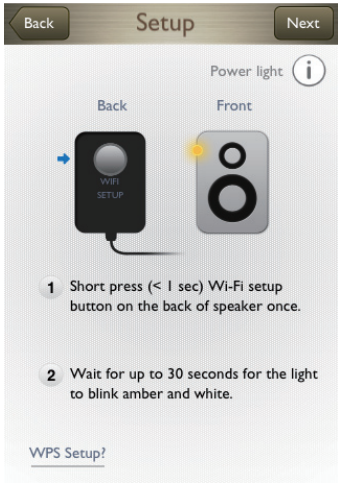

Setup
Setup done.
Wireless speaker
Make sure your Android device is connected to the same network as the speaker:
"My home Wi-Fi"
If speaker light does not turn solid white.
Rock 'n' Roll

**Note**

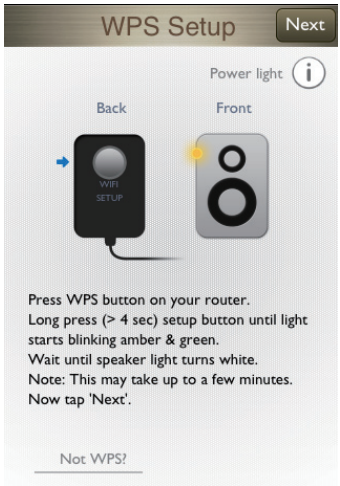
- After successful network setup, you can tap **Rock n' Roll** on the above app screen to get ready for music play directly. For more details, go to the 'Play' section (see 'Play' on page 16).

## Option 3: Set up wireless connection to a WPS router

1 Tap **WPS Setup?** on the app screen .

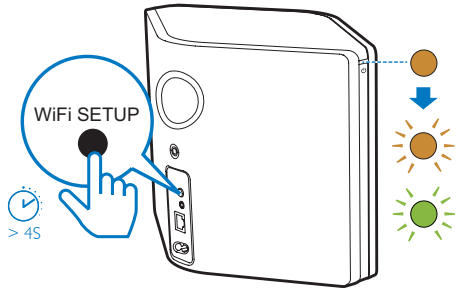

Back
Setup
Next
Power light
Back
Front
WiFi SETUP
1 Short press (< 1 sec) Wi-Fi setup button on the back of speaker once.
2 Wait for up to 30 seconds for the light to blink amber and white.
WPS Setup?

2 Read the WPS setup instructions.


WPS Setup
Next
Power light
Back
Front
WiFi SETUP
Press WPS button on your router.
Long press (> 4 sec) setup button until light starts blinking amber & green.
Wait until speaker light turns white.
Note: This may take up to a few minutes.
Now tap 'Next'.
Not WPS?

3 As instructed, press and hold **WI-FI SETUP** on the back of AW5000.

↳ The power/status indicator blinks amber and green alternately.




4 Press the WPS button on your home Wi-Fi router.

5 Wait until the power/status indicator on AW5000 turns solid white, then tap **Next** on the app screen..

↳ The following app screen appears.

↳ AW5000 is connected to your home Wi-Fi network successfully.

Setup
Rock 'n' Roll
Setup done
Wireless speaker
Speaker light turns white
Make sure your iOS device is connected to the same network as the speaker: "My home Wi-Fi"
If speaker light does not turn solid white.

**Tip**

- For some Wi-Fi routers, you may need to hold the WPS button for Wi-Fi connection or enable the WPS PBC function from the router configuration pages. See the user manuals of the specific routers for details.
- After successful network setup, you can tap **Rock n' Roll** on the above app screen to get ready for music play directly. For more details, go to the 'Play' section (see 'Play' on page 16).

## Option 4: Set up wired connection through an Ethernet cable

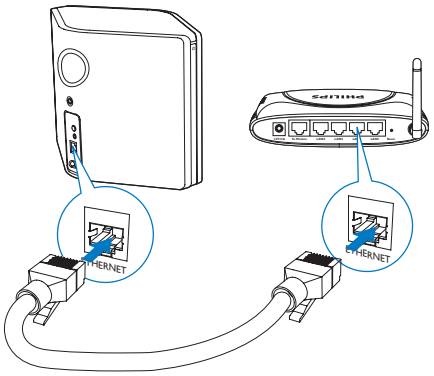
**Note**

- If you use wired connection, you just need to select Speaker already setup on the initial Setup page (see 'Download Philips AirStudio to your smartphone or tablets' on page 6).

1 If you have tried wireless connection, before setup of wired connection, you need to reset the wireless Hi-Fi speaker (see 'Troubleshooting' on page 26).

2 Connect an Ethernet cable (not supplied) to:

- the **ETHERNET** socket on the back of the device
- one of the Ethernet ports on your home Wi-Fi router




3 Wait until the power/status indicator turns solid white.

↳ AW5000 is connected to your home Wi-Fi network successfully.

# 5 Play

## Stream audio to AW5000

### Stream from your iOS or Android smartphone or tablet

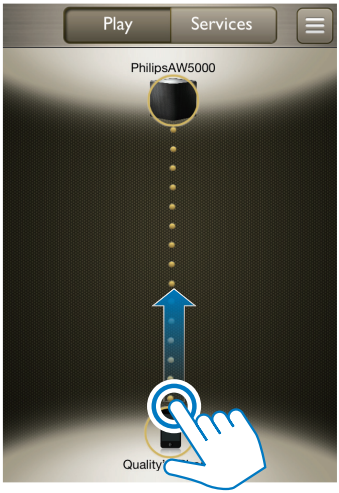
1 Make sure that your iOS/Android device is connected to the same Wi-Fi network as AW5000.

2 Run **Philips AirStudio** on your iOS or Android smartphone or tablet.

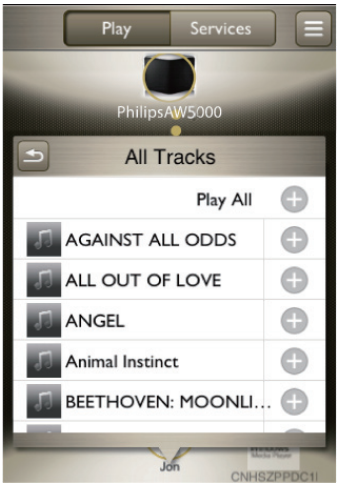
3 If the following screen does not appear, select **Speaker already setup** on the initial **Setup** page.

↳ Your smartphone or tablet starts to search for the speaker on the same Wi-Fi network.

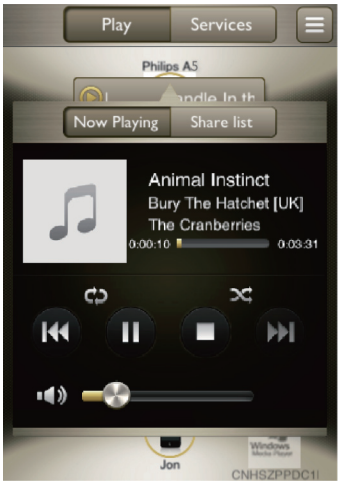
4 After both the device and speaker icons appear, hold and drag the icon of your device towards the speaker to set up connection between them.




5 Select a list mode to show music available for streaming.



6 Select your favorite music to start play.



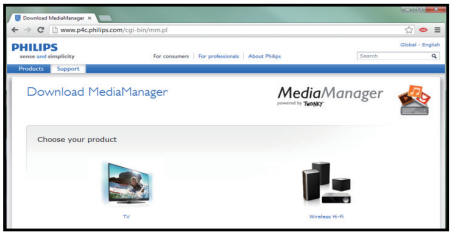

**Tip**

- If the power/status indicator flashes white, it indicates that the speaker is muted. Adjust volume on the speaker or your iOS/Android device to resume sound output.
- If you find that either the device or speaker icon does not appear at step 3, you can tap ☰ -> ↻ **Refresh** to refresh the screen display.

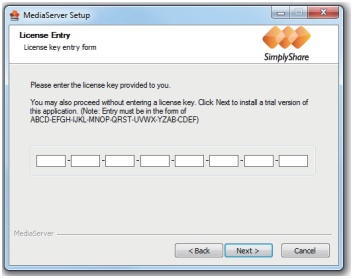
## Stream from your PC/Mac

To stream music from your PC/Mac to AW5000, you need to install a DLNA certified media sharing software (such as Media Manager available on www.philips.com/mediamanager or Windows Media Player 11+) onto your PC/Mac first. In this way, your PC/Mac can work as a media sharing server that streams music to the wireless Hi-Fi speaker.

1 Download Media Manager from www.philips.com/mediamanager.




2 Find the license key available on the quick start guide, then install Media Manager onto your PC/Mac.


MediaServer Setup
License Entry
License key entry form
SimplyShare
Please enter the license key provided to you.
You may also proceed without entering a license key. Click Next to install a trial version of this application. (Note: Entry must be in the form of ABCD-EFGH-IJKL-MNOP-QRST-UVWX-YZAB-CDEF)
MediaServer
< Back
Next >
Cancel

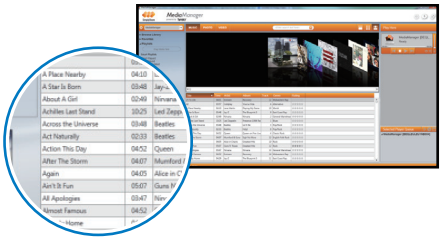
3 Make sure that your PC/Mac and AW5000 are connected to the same Wi-Fi network.

4 Run Media Manager on your PC/Mac.

5 Select the available music source.

6 Select AW5000 as the media player.

7 Select a song from the list to start play.

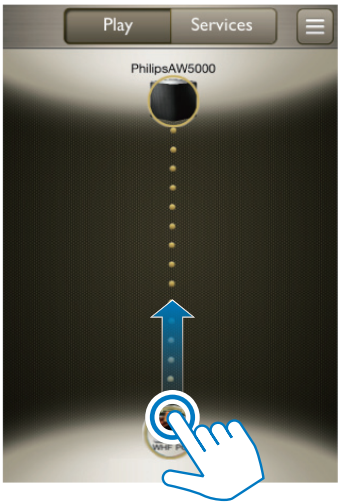


You can also control music play from your iOS/Android device.

1 Make sure that your iOS/Android device and PC/Mac are connected to the same Wi-Fi network as AW5000.

2 Run **Philips AirStudio** on your iOS or Android device.

3 Hold and drag the Media Manager icon towards the speaker to set up Wi-Fi connection.




4 Tap the Media Manager icon to show music available for streaming.

5 Select a song from the list to start play.

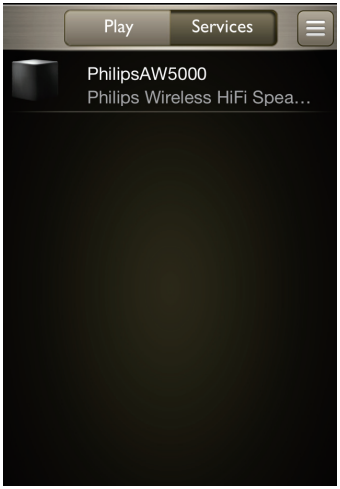
**Tip**

- It may take longer time for your iOS/Android device to show music from your PC/Mac.
- If you find that either the device or speaker icon does not appear at step 3, you can tap ☰ -> ↻ **Refresh** to refresh the screen display.

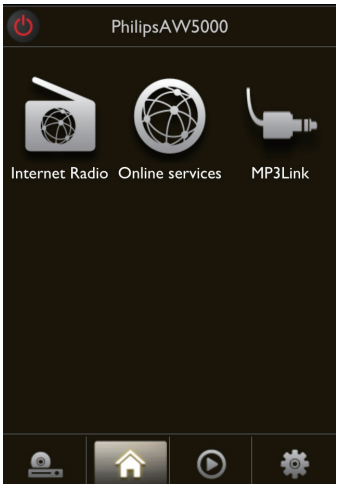
## Listen to Internet radio stations through AW5000

1 Run **Philips AirStudio** on your iOS or Android smartphone or tablet.

2 Tap **Services** -> **Philips AW5000** to enter the home page.



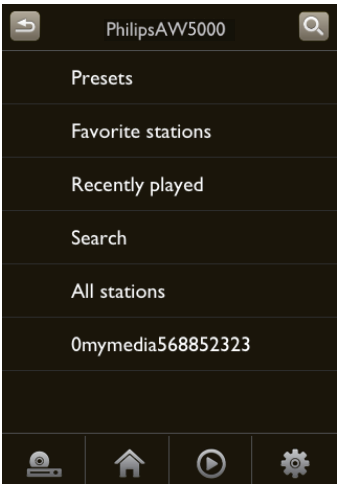

3 On the home page, tap **Internet radio** to select the Internet radio source.



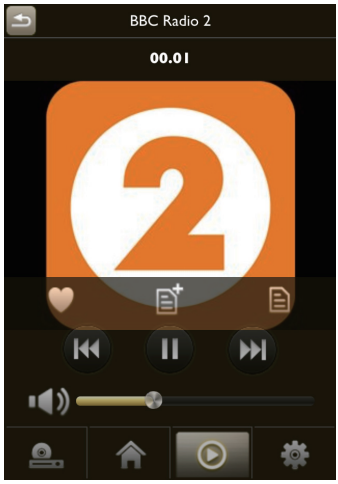

4 If the following message pops up, tap **I agree** to allow Internet access.

This product gives access to Internet services. Do you wish to start using these services (see user manual for conditions)?
I agree
I do not agree

5 Search for an Internet radio station by its name or location, language etc.

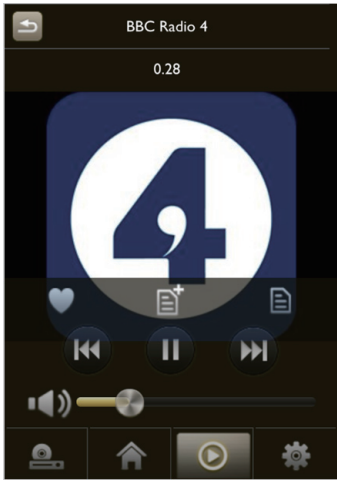


6 To tune to an Internet radio station, select and tap its name in the result list.

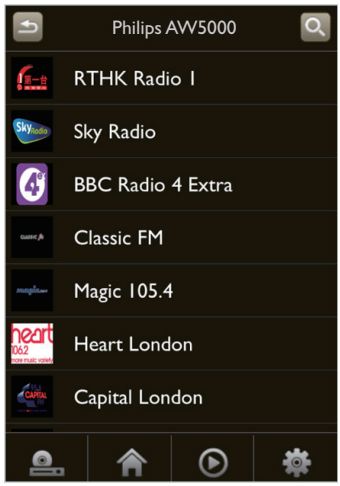



## Preset Internet radio stations

1 Tune to an Internet radio station and tap .
↳ A list of preset radio stations appears.




2 Tap a row in the list where you want to add the preset station. For example, if you want to assign preset number 2 to this station, tap the second row.
↳ A message pops up, in which the station name and preset number are shown.




3 Tap **OK** in the message box to confirm.
↳ The station is added into your list of preset radio stations.

4 Repeat the above procedures to add more presets.

Tip

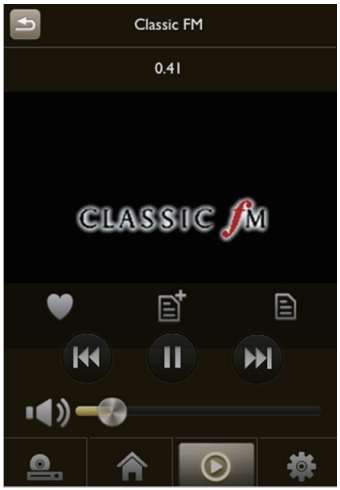
- You cannot delete a preset radio station directly, but you can replace it with another radio station. For example, if you want to delete a station at preset #3, you can tune to another radio station, tap , and then tap the 3rd row to replace the previous station.

To tune to a preset radio station

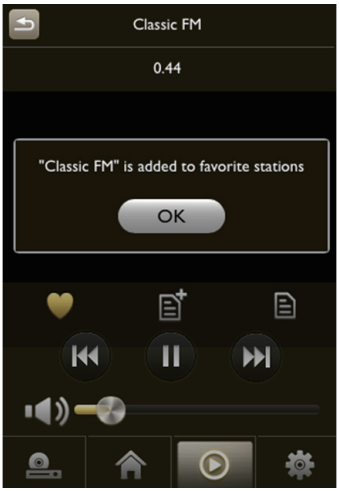
- Press **numeric keys (1-5)** on AW5000 directly to tune to the first five preset radio stations.
- You can also go to **Presets** on the app screen and tap one of your preset stations to start play.

## Create your favorite list

1 Tune to an Internet radio station.




2 Tap ♥ to add the station into your favorite list directly.



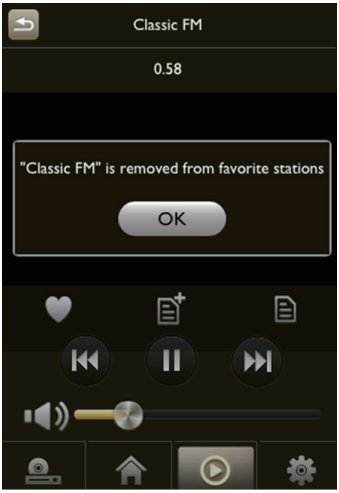

3 Repeat the above procedures to add more favorite stations.

To tune to a favorite radio station

- Go to **Favorite stations** on the app screen and tap one of your favorite stations to start play.

To delete a favorite radio station

1 Tune to the radio station and tap ♥.
   ↳ The radio station if removed from your favorite list directly.

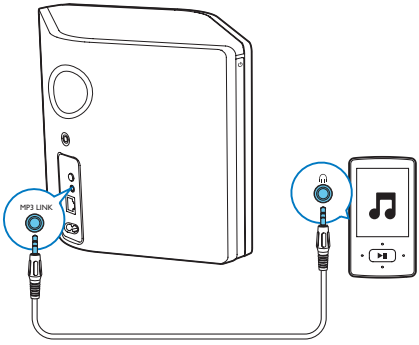



English

## Play from an external device

You can also listen to an external audio player through the device.

1 Connect an MP3 link cable (not supplied) to:
- the **MP3-LINK** socket on the back of the device.
- the headphone socket on an external audio player.



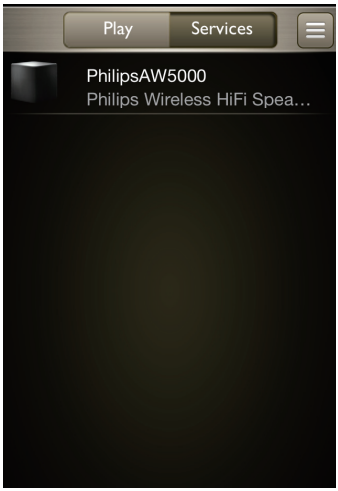

2 Start play on the external audio player and adjust volume.
↳ You can hear music from the wireless Hi-Fi speaker.

3 Use the controls on your audio player to control music play.

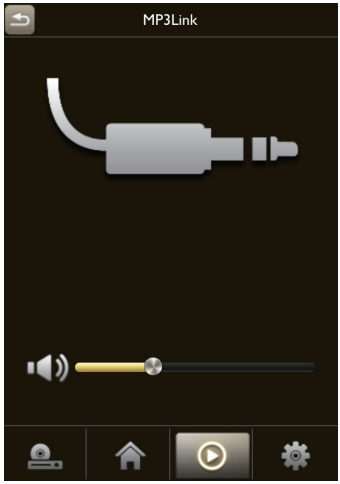
**To switch to the MP3 link source manually:**

1 Run **Philips AirStudio** on your iOS or Android smartphone or tablet.

2 Tap **Services** -> **Philips AW5000** to enter the home page.




3 On the home page, tap **MP3 link** to select the MP3 link source.



# 6 Upgrade firmware

To improve the performance of AW5000, Philips may offer you new firmware for upgrade of your AW5000.

**Warning**

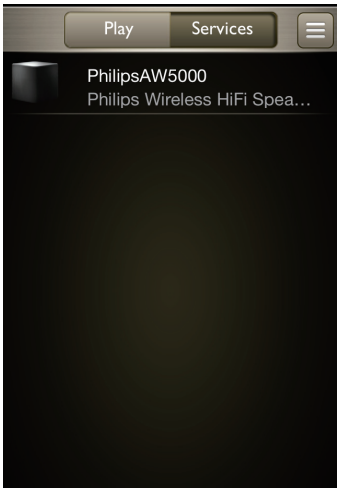
- Always connect your AW5000 to AC power for firmware upgrade. Never power off your AW5000 during firmware upgrade.

1 Make sure that AW5000 is powered on and connected to the same Wi-Fi network as your smartphone or tablet.

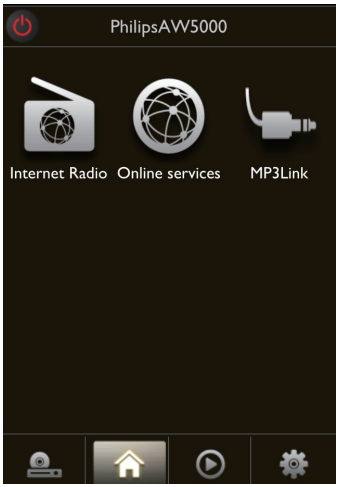
2 Make sure that your home Wi-Fi network is connected to the Internet.

3 Run **Philips AirStudio** on your iOS or Android smartphone or tablet.

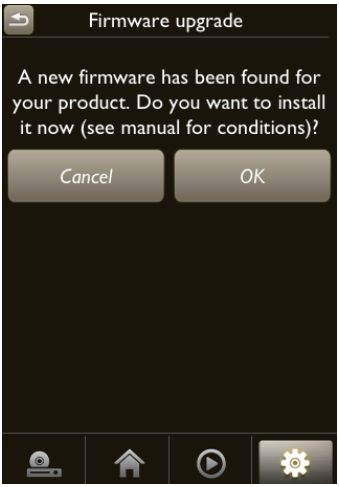
4 Tap **Services** -> **Philips AW5000** to enter the home page.



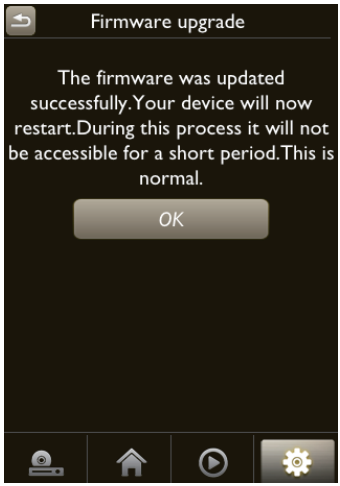

5 Tap **Internet Radio** on the home page.
↳ If a new firmware is available. A firmware upgrade prompt pops up automatically.




6 Tap **OK** on the prompt message to start firmware upgrade.
↳ The power/status indicator on AW5000 flashes amber during this process.

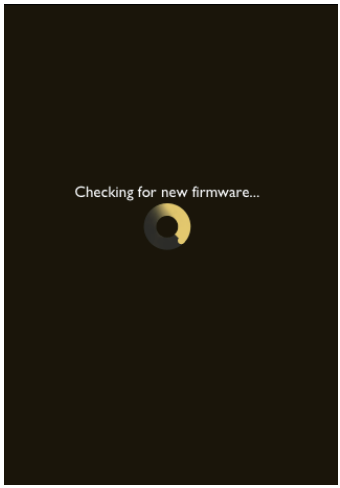

Firmware upgrade
A new firmware has been found for your product. Do you want to install it now (see manual for conditions)?
Cancel
OK

7 Wait until the firmware upgrade process finishes, then tap **OK** on the prompt message to restart the device.


Firmware upgrade
The firmware was updated successfully.Your device will now restart.During this process it will not be accessible for a short period.This is normal.
OK

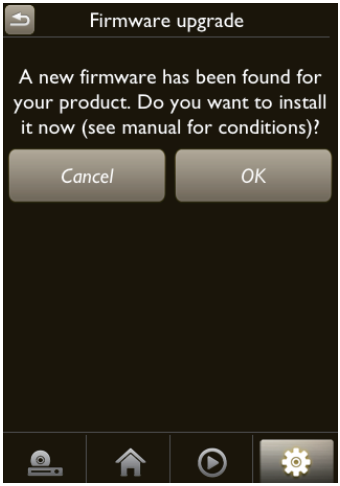
You can also check and upgrade the firmware manually.

1 On the home page, tap ⚙ -> **Firmware upgrade** -> **Check Online** to check for new firmware.

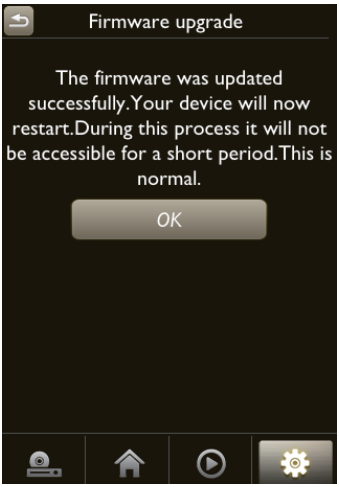



2 If a new firmware is available, tap **OK** on the prompt message to start firmware upgrade.

↳ The power/status indicator on AW5000 flashes amber during this process.


Firmware upgrade
A new firmware has been found for your product. Do you want to install it now (see manual for conditions)?
Cancel
OK

3 Wait until the firmware upgrade process finishes, then tap **OK** on the prompt message to restart the device.


Firmware upgrade
The firmware was updated successfully.Your device will now restart.During this process it will not be accessible for a short period.This is normal.
OK

# 7 Product information

Note

- Product information is subject to change without prior notice.

## Specifications

### Amplifier

| | |
|---|---|
| Rated Output Power | 2 X 50 W @ 10% THD RMS |
| Frequency Response | 80 Hz - 18 kHz, ±3 dB |
| Signal to Noise Ratio | > 86 dB |
| MP3 Link | 1000 mV RMS 20 kohm |

### Speakers

| | |
|---|---|
| Speaker Impedance | 8 ohm |
| Speaker Driver | 2 x dome tweeters, 2 x 4.5" woofers |
| Sensitivity | 85 dB/m/W |

### Wireless

| | |
|---|---|
| Wireless standard | 802.11b/g/n |
| Wireless security | WEP, 10 or 26 hex digit keys<br>WPA (TKIP) or WPA2 (TKIP / AES) with 8 - 40 ASCII printable characters passphrase |
| Frequency range | 2412 - 2462 MHz (CH1-CH11) (for /79, /37, /55, /97)<br>2412 - 2472 MHz (CH1-CH13) (for /12, /10, /05) |
| PBC (one button push) | Yes |

### General information

| | |
|---|---|
| AC power | 100 ~ 240 V, 50/60 Hz |
| Operation Power Consumption | 25 W |
| Power Consumption in Standby Mode | < 0.5 W |
| Dimensions<br>- Main Unit (W x D x H) | 140 x 145 x 45 mm |
| Weight<br>- With Packing<br>- Main Unit | <br>6.72 kg<br>5.46 kg |

English

# 8 Troubleshooting

**Warning**

- Never remove the casing of this apparatus.

To keep the warranty valid, never try to repair the system yourself.
If you encounter problems when using this apparatus, check the following points before requesting service. If the problem remains unsolved, go to the Philips web site (www.philips.com/welcome). When you contact Philips, ensure that the apparatus is nearby and the model number and serial number are available.

### No power

- Make sure that the AC power plug of the device is connected properly.
- Make sure that there is power at the AC outlet.
- Check whether the device is in Eco standby mode.

### No sound

- Check whether the device is muted. The power/status indicator flashes white when the device is muted. Adjust volume on the Philips AirStudio app or on AW5000 directly.
- If you have chosen the wired connection, check whether the Ethernet cable has been connected properly and securely.
- Check the Wi-Fi network connection. Set up the network again if needed (see 'Connect AW5000 to your home Wi-Fi network' on page 9).
- If the audio source is an external audio player, adjust volume on the audio player directly.

### No response from the device

- Restart AW5000, and then set up the Wi-Fi network for AW5000 again.
- Disconnect and reconnect the AC power plug, and then switch on the device again.

### Wi-Fi network connection failed

- This device does not support the WPS-PIN method.
- Enable SSID broadcast on the Wi-Fi router.
- Keep away from potential sources of interference which may affect Wi-Fi signal, such as microwave ovens.
- Make sure that the SSID name of your home router consists of alphanumeric characters, with no space or special characters like %/#/*/# inserted. The network password should not consist of #/:/;/'.
- If you choose to rename your AW5000 manually on the **Philips AirStudio** app, do not use special characters or symbols.
- For some new types of Wi-Fi routers, a network name (SSID) may be created automatically when you use WPS for connection. Always change the default network name (SSID) to a simple one that consists of alphanumerical characters, and also change the Wi-Fi security mode to secure your network.

### Wired network connection failed

- If you have tried wireless connection, before setup of wired connection, you need to reset the wireless Hi-Fi speaker. Follow the procedures below to reset the device:

1. Unplug the power cord.
2. Hold the numeric key 1 and plug the power cord again.
   ↳ The power/status indicator flashes amber, then turns solid amber, and after a while starts to flash amber again.
3. Release the numeric key 1.

**Note**

- Do not release the numeric key 1 until the power/status indicator flashes amber for a second time.

### Occasional breaking of music streaming

Do one or all of the following:

- Move AW5000 closer to your Wi-Fi router.
- Remove any obstacles between AW5000 and your Wi-Fi router.
- Avoid using Wi-Fi channel which is overlapped by the nearby Wi-Fi network.
- Check if your network speed is fast enough (in cases where multiple devices share the same router, the wireless performance may be affected). Turn off the other devices connected to your home router.
- Enable the Quality of Service (QoS) option (if available on the Wi-Fi router).
- Turn off other Wi-Fi routers.

### Music streaming failed with PC/Mac

- Temporarily disable the firewall and security software to see whether it blocks the ports that the media sharing software (Media Manager) uses to stream content. See the help documentation of your firewall and security software on how to unblock the ports used by wireless media sharing.
- When you use iPod Touch/iPhone/iPad/PC/Mac for music streaming, if the music play breaks or stops, try to restart your iPod Touch/iPhone/iPad, media sharing software, or AW5000.
- Video streaming or FTP downloads may overload your router and therefore may cause interruptions during music streaming. Try to reduce the load of your router.

### The power/status indicator remains red. What can I do?

- You need to recover the device with an Ethernet cable.

1 Make sure that your router is connected to the Internet.

2 Connect the device to the router through an Ethernet cable.

3 Wait for automatic recovery of the device, which may take up to 10 minutes.

# 9 Appendix 1: Mount the device onto wall

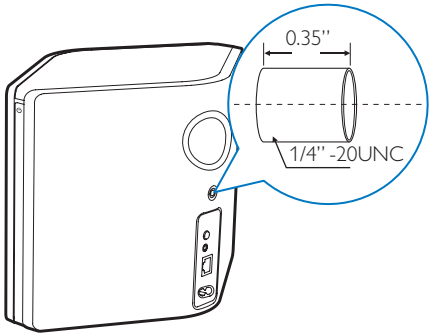
**Caution**

- Risk of product damage! Always consult professional personnel to safely mount the product onto wall.

**Warning**

- Risk of injury! Make sure that no supply ducts such as gas, water or electricity are harmed when you drill the holes.

The AW5000 has a ¼" - 20 UNC (depth: 0.35") mounting hole at the back of the device.



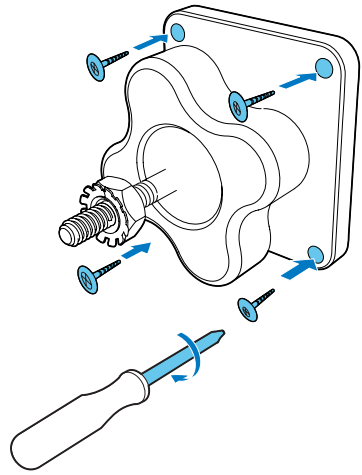

Through this hole, you can easily mount the device onto wall with a suitable mounting bracket. The mounting bracket is not included and you need to purchase one. Please follow the instructions included with your purchased wall mounting bracket.

**Note**

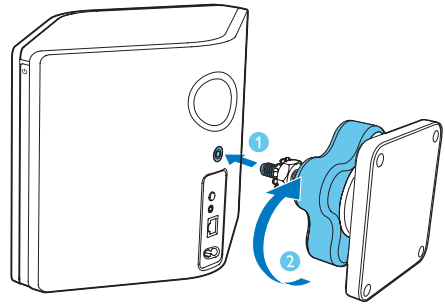
- The wall mounting bracket described below is for reference only.
- Make sure that the mounting screw of your purchased wall mounting bracket matches the size of the hole at the back of AW5000, that is, ¼ inch (6.75mm).
- Make sure that the wall mounting bracket supports at least 25 lbs (11.3 kg).

1 Find a suitable place on a wall and use a pencil to mark the chosen location with your purchased bracket.

2 Follow the instructions supplied with the purchased bracket to drill holes as marked.



3 Insert the mounting screw on the bracket into the hole at the back of AW5000, then turn the rotating handle to tighten the screw.



# 10 Appendix 2: Understand meanings of LED colors

| LED color | Meaning |
|---|---|
| Blinking amber | The speaker is booting up or firmware upgrade is in progress. |
| Solid amber | The speaker is not connected to any network. |
| White and amber alternately | The speaker is in wireless setup mode, assisted by the AirStudio app. Follow the set-up instructions on the app. |
| Green and amber alternately | Wireless setup by the WPS method has been triggered or is ongoing. |
| Solid white | The speaker is connected to a Wi-Fi network and is ready for wireless music streaming. |
| Blinking white | The speaker is muted. |
| Solid green | The speaker is in normal standby mode. |
| Solid red | The speaker is malfunctioning. You need to recover the speaker (see 'Troubleshooting' on page 26). |

Specifications are subject to change without notice
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AW5000_10_UM_V2.0